

Employee Center Success Map

An overview of implementing, maintaining, and getting maximum value from ServiceNow Employee Center



Now Value: Envision Success Foundations: Critical inputs for successful implementation and maintenance

Vision and value

Employee Center (EC) outcome – Improve employee productivity by reducing the time and effort employees spend looking for services, updates, and information.

Sample KPIs

- % increase monthly active portal users
- % knowledge articles used
- # monthly portal visits
- % increase service catalog usage

Governance

Special roles added to governance team

- Employee Center administrator(s)** own the application and post go-live support
- Representatives** from business units supported by EC (IT, legal, HR...)
- Employee experience executive**

Foundational Services

Services that should be operational prior to implementing Employee Center:

- IT Service Delivery
- HR Service Delivery

OCM and enablement

Employees and legacy portal owners are introduced to Employee Center and provided an enablement plan.

Supporting Applications

Recommended capabilities that enhance Employee Center:

- AI Search
- Virtual agent

now Skills and expertise

- Employee Center product training, content taxonomy design, UX, content and branding strategy, enterprise service management, Now Platform administration
- Sources:** Now Learning, industry-recognized UX and content and branding training and certification

Implementation roles

General

- Executive sponsor
- Now Platform owner
- Project manager
- Business process analyst
- Technical resources (sys admin, developer, tester, architect)
- Security

Trained in Employee Center products

- UX specialist
- Content and branding, specialists and stakeholders
- Content administrators/Managers
- ServiceNow sys admin

Project planning

- Refer to Now Create scoping and workshop preparation guides.
- Prepare for an agile approach.

Now Value: Create Implement: Implementation activities and best practices

Use **Now Create** to execute implementation.

✔ **ServiceNow Employee Center is a store application; you must reinstall it with each environment.**

Prior to implementing, document:

- Stakeholders goals
- Current use of existing portals
- Which aspects of the current portal are important for users and which widgets are highly used
- Which aspects of the current portal are out of the box, which are configurations, and how business-critical they are

Start with out-of-the-box taxonomy for widget and content mapping.

Evaluate how high-trafficked content and widgets on the current portal are being accessed and compare to how they will be accessed on Employee Center.

Have a complete and documented taxonomy with required home page widgets you can use on Employee Center

Prepare system users

Run team

Now Value: Validate Run: Plan and execute Now Platform® maintenance

Run roles

- Taxonomy mgrs.
- Taxonomy admins
- Employee Center administrator(s)
- ServiceNow sys admin
- Content contributors

Platform health

Daily – Review error logs.

Daily – Review Performance Analytics dashboards.

Monthly – Review IT service effectiveness and potential future impact set through the CAB.

Demand management

Have a process for the intake and prioritization of new Employee Center functionality to address next.

Enhancements

Employee Center is an app on the ServiceNow store, so enhancements are delivered via upgrades.

Upgrades

Check the ServiceNow store quarterly for upgrade versions for ServiceNow Employee Center application.

Assess value

Does the system simplify access to information and services across all departments and through any device?

Now Value: Champion Optimize and Expand: Maximize value from your Employee Center licenses—increase value from the Now Platform®

Expand to other workflows

Employee Center → Financial Service Operations

Expand employee search and request capabilities to include financial services.

Employee Center → Procurement Service Management

Expand employee search and request capabilities to include procurement services.

Employee Center → Legal Service Delivery

Expand employee search and request capabilities to include legal services.

Employee Center → Workplace Service Delivery

Expand employee search and request capabilities to include workplace services.

Consider Employee Center Pro to enhance services and increase value.

Employee Center → Employee Center Pro

Expand multi-department service delivery to include personalized and targeted employee communication and engagement.